



500 TENNESSEE WALTZ PARKWAY
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(866) 880-4661

IMPORTANT SAFETY NOTICE

May 25, 2006

Dear **Valued** A. O. Smith Customer:

A. O. Smith has learned that some of its model BTP commercial water heaters produced in McBee, SC may pose a fire hazard due to burner misalignment. If the burner does not mate properly with the inner skirt ring, flame impingement could eventually burn a gap between the burner flange and outer jacket of the water heater. A. O. Smith knows of 11 instances of heat damage with only the 740,000 Btu models, but the 540,000 Btu and 640,000 Btu models should be checked as well. There have been no instances of property damage or personal injury.

We are in the process of contacting those who may have these heaters installed at a jobsite. These water heaters should be checked immediately for any heat discoloration around the burner flange per the diagram below. Those that are discolored should be replaced. The affected heaters were manufactured between October 2003 and March 2006 and can be identified by the following:

Models: **BTP 540A**
 BTP 650A
 BTP 740A

Serial	K03, L03, M03
Numbers	A04, B04, C04, D04, E04, F04, G04, H04, J04, K04, L04, M04
Begin	A05, B05, C05, D05, E05, F05, G05, H05, J05, K05, L05, M05
With:	A06, B06, C06

Attached is a copy of our records indicating the specific units shipped to you. We would greatly appreciate your assistance in advising if these heaters are still installed in these locations. Once you've verified the heaters and locations, please call us at **866-880-4661** during the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday Central Standard Time (CST) so that we can make

arrangements for the inspections or replacements. To facilitate replacement of the heaters, A. O. Smith will pay reasonable and customary labor charges for heaters that are already installed.

We thank you for your assistance and sincerely apologize for any inconvenience this may cause.

Brad Blank
Product Safety Manager

